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100

Record	Att1	Att2	Att3	Att4	...	Att M-1	Att M
1	1	0	1	34		10	0
2	1	0	1	36		11	0
3	0	1	0	10		11	1
⋮							
N-1	0	1	0	9		11	1
N	1	0	0	30		10	0

FIG. 1A

100

Record	Att1	Att2	Att3	Att4	...	Att M-1	Att M	CLASS
1	1	0	1	34		10	0	A
2	1	0	1	36		11	0	B
3	0	1	0	10		11	1	C
⋮								
N-1	0	1	0	9		11	1	C
N	1	0	0	30		10	0	A

FIG. 1B

100

Record	Att1	Att2	Att3	Att4	...	Att M-1	Att M	CLASS
1	1	0	1	34		10	0	A
2	1	0	1	36		11	0	B
3	0	1	0	10		11	1	C
⋮								
N-1	0	1	0	9		11	1	C
N	1	0	0	30		10	0	A
N+1	1	0	1	35		11	0	B

FIG. 1C

100

Record	Att1	Att2	Att3	Att4	...	Att M-1	Att M	CLUSTER
1	1	0	1	34		10	0	A
2	1	0	1	36		11	0	A
3	0	1	0	10		11	1	B
⋮								
N-1	0	1	0	9		11	1	B
N	1	0	0	30		10	0	A

FIG. 1D

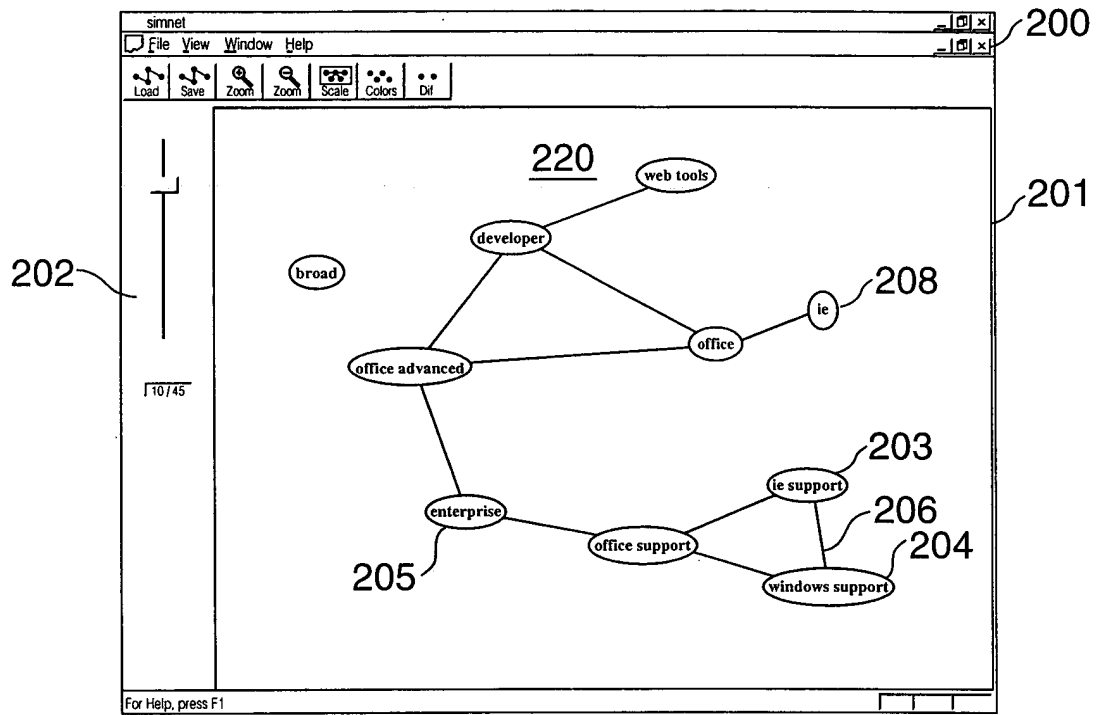


FIG. 2A

Windows Support	
Number of records = 10,551	

FIG. 2B

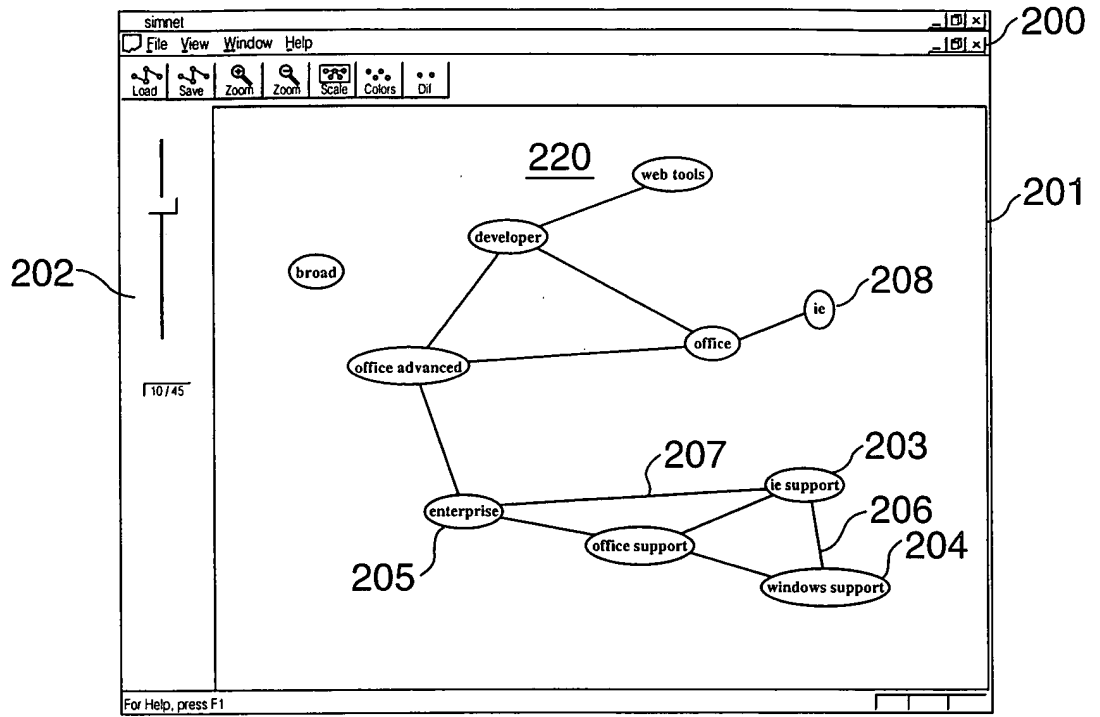


FIG. 2C

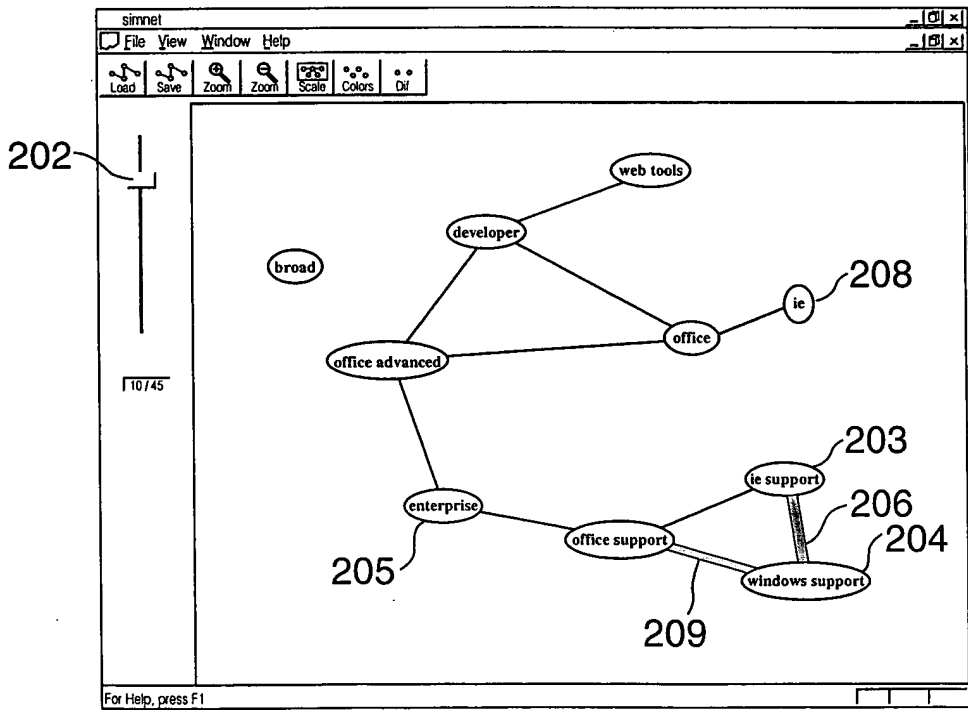


FIG. 2D

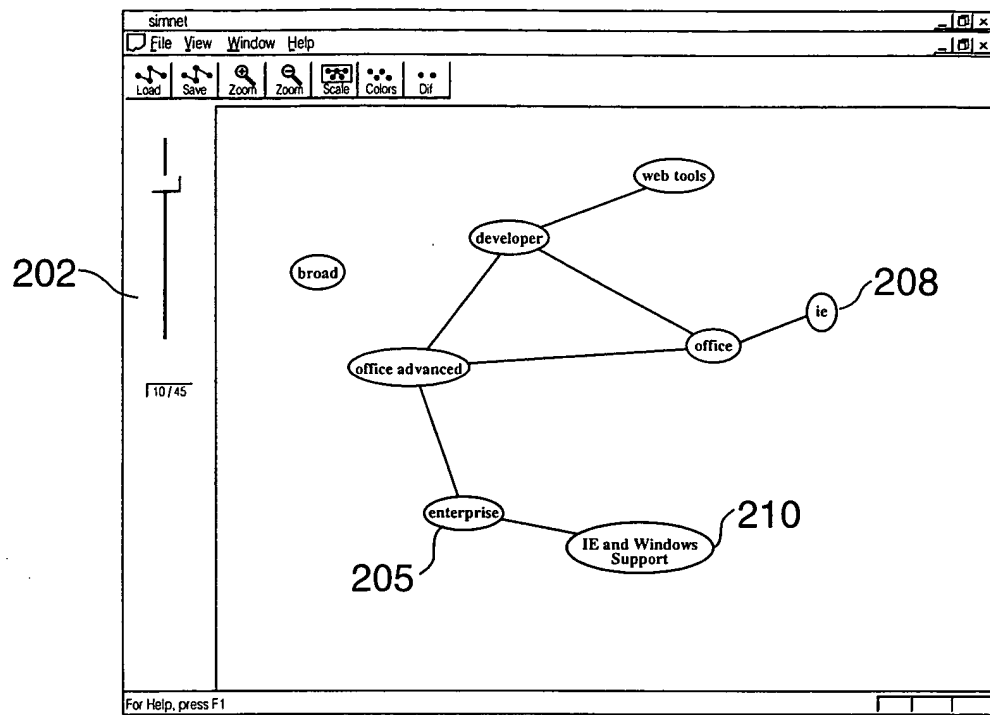


FIG. 2E

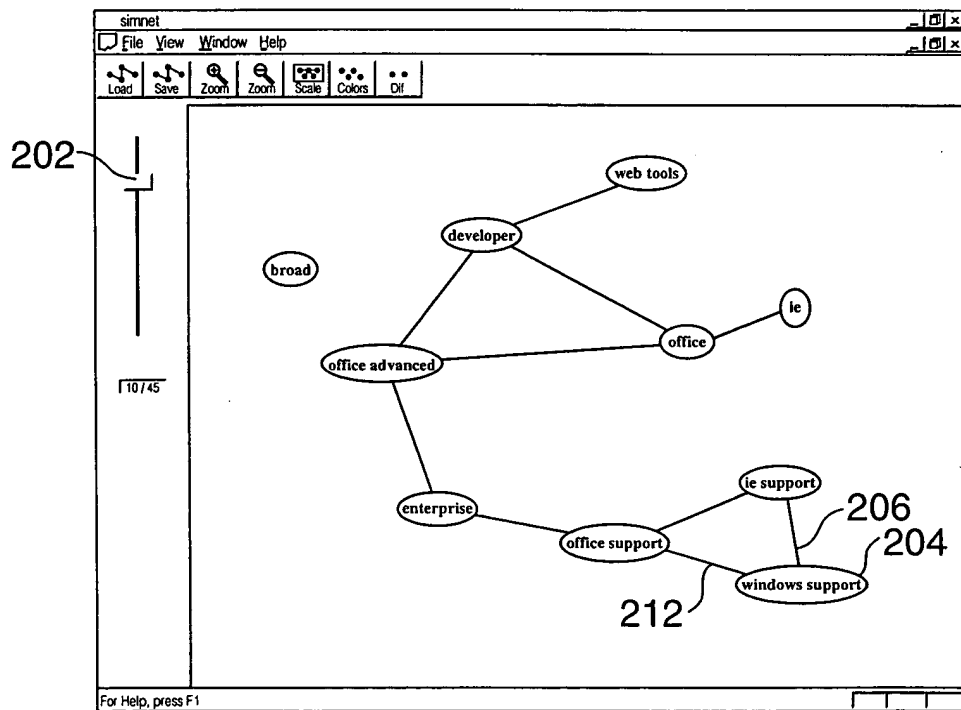


FIG. 2F

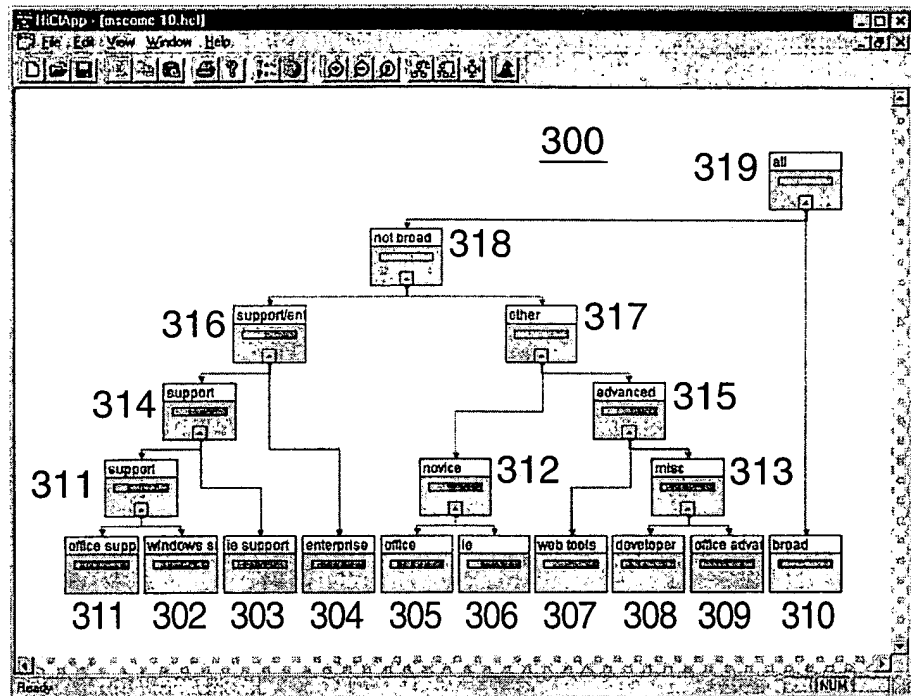


FIG. 3A

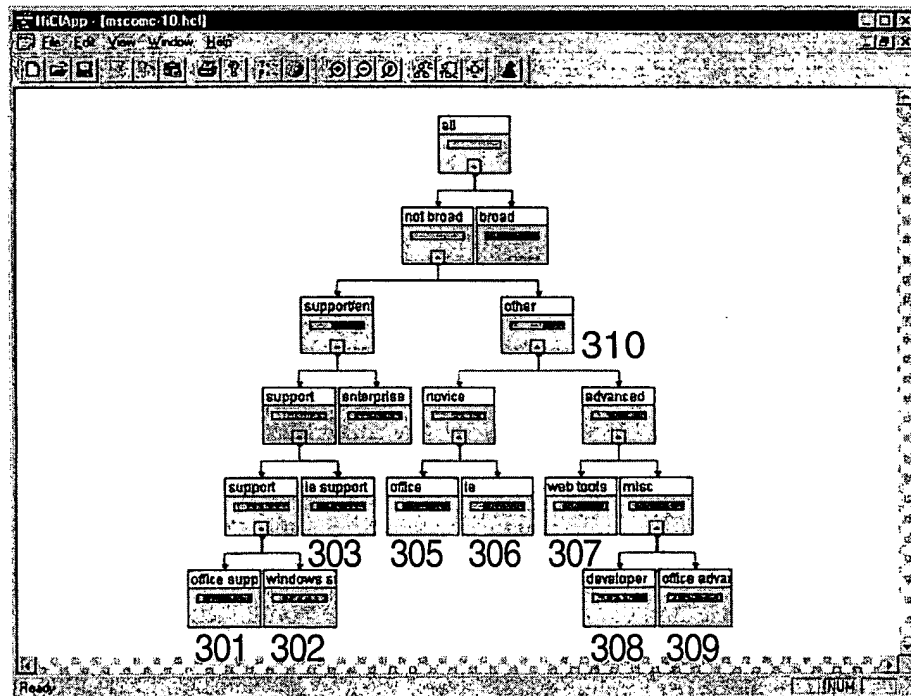


FIG. 3B

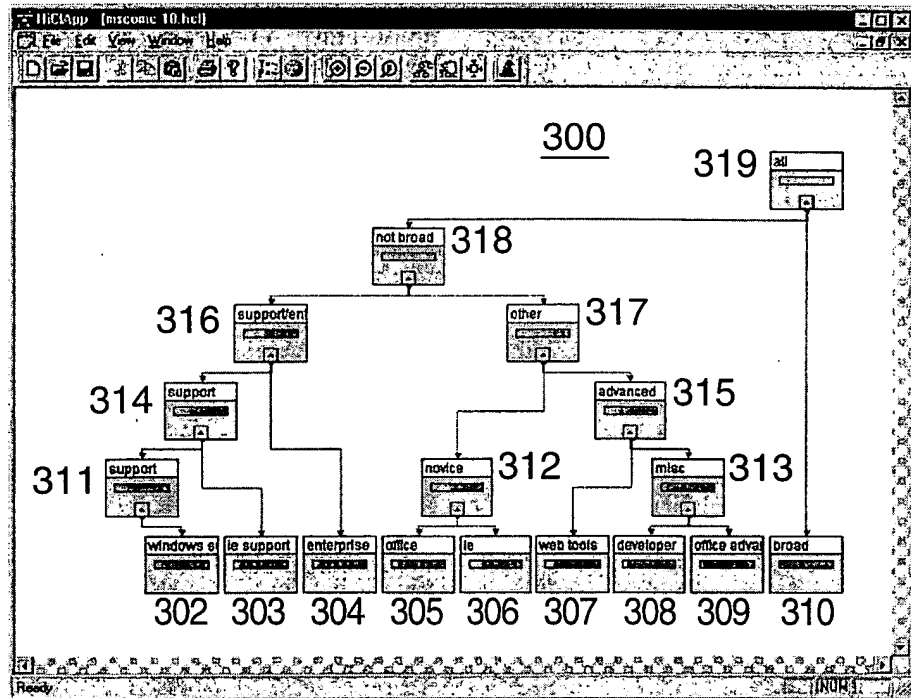


FIG. 3C

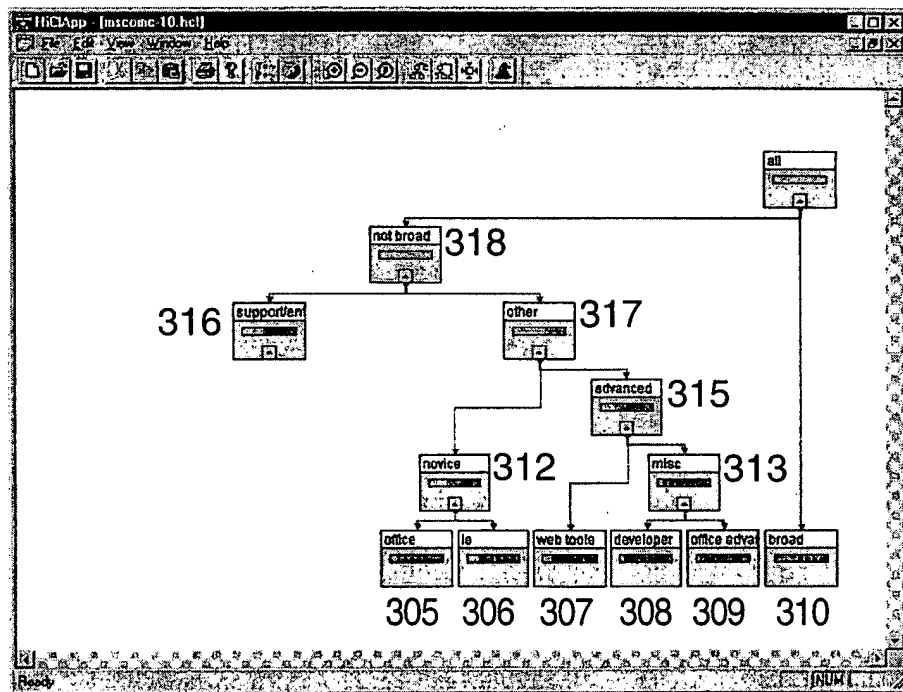


FIG. 3D

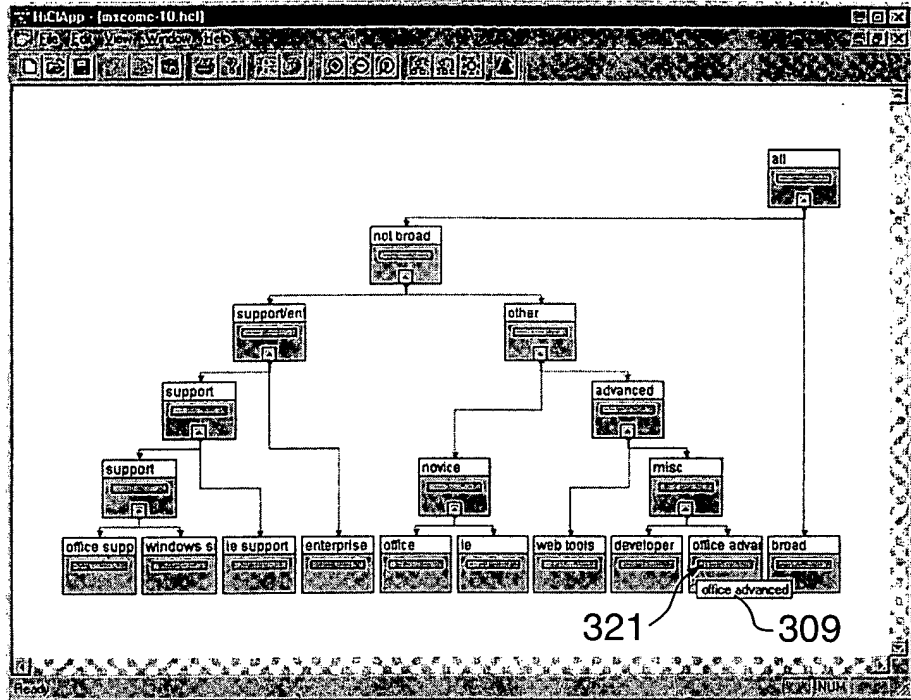


FIG. 3E

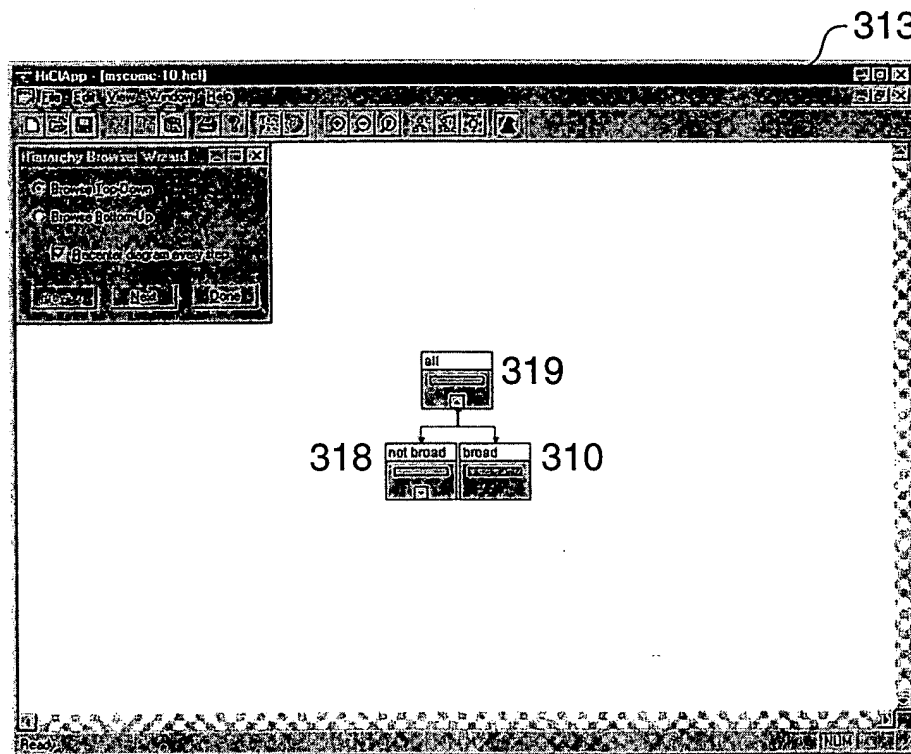


FIG. 3F

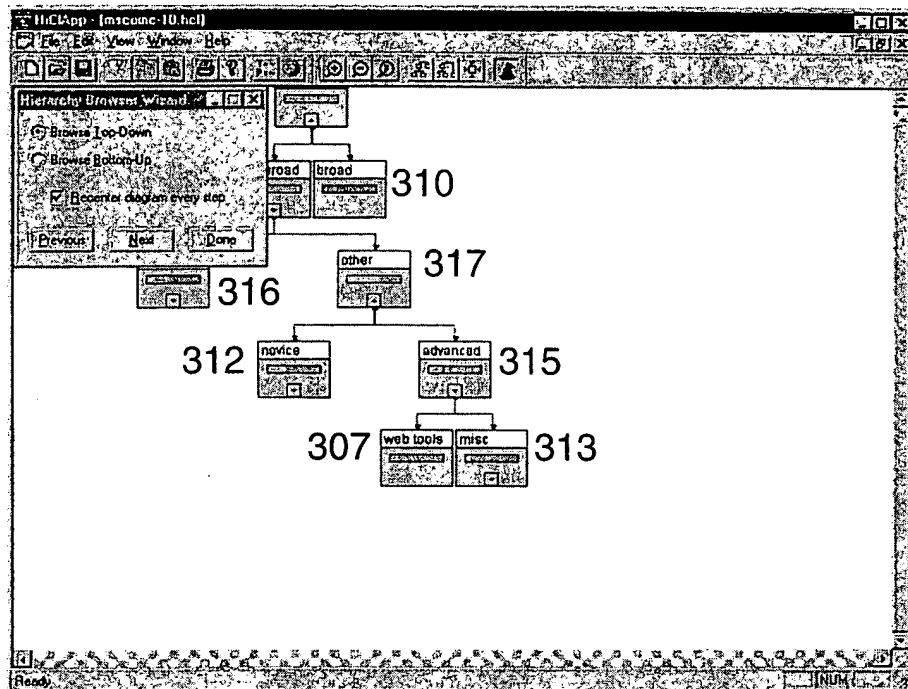


FIG. 3G

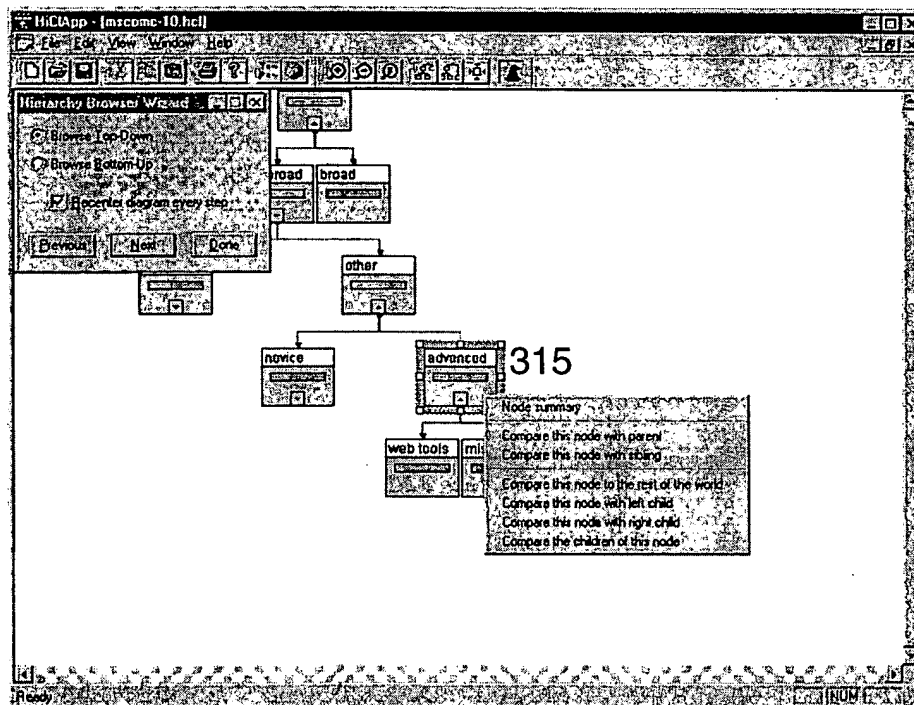


FIG. 3H

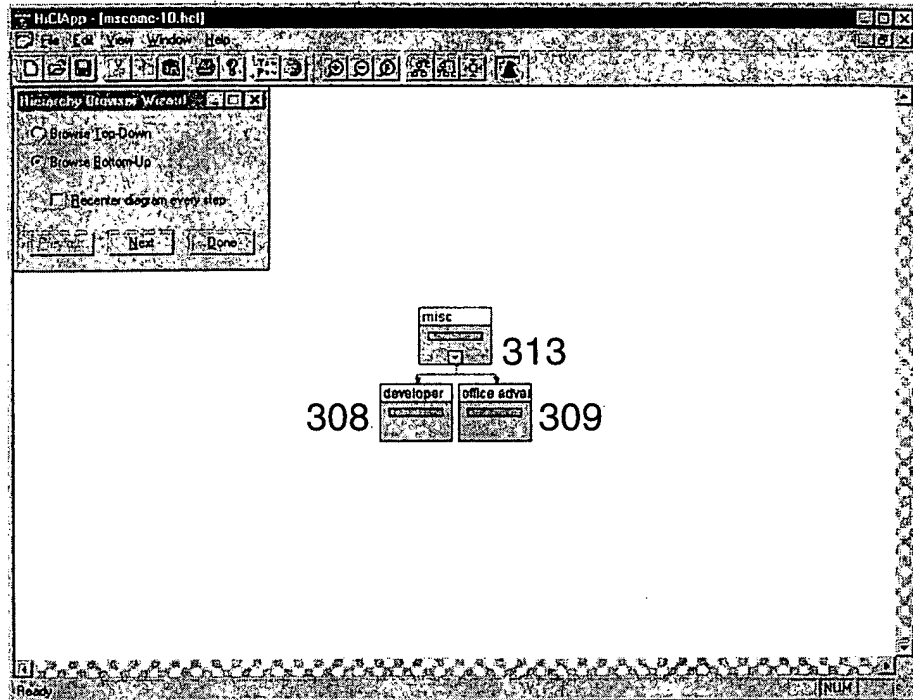


FIG. 3I

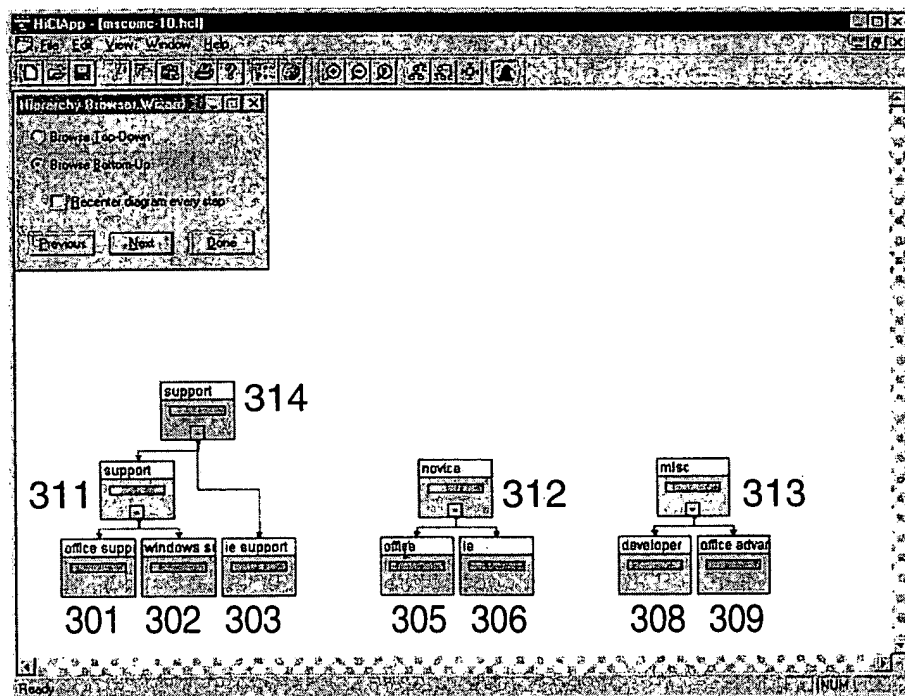


FIG. 3J

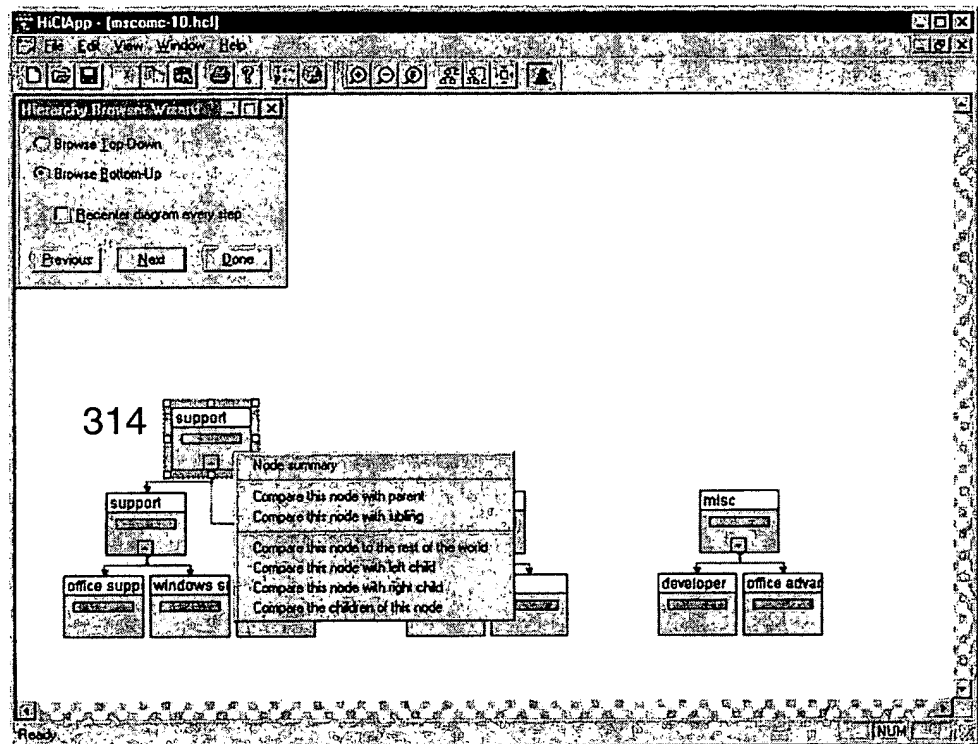


FIG. 3K

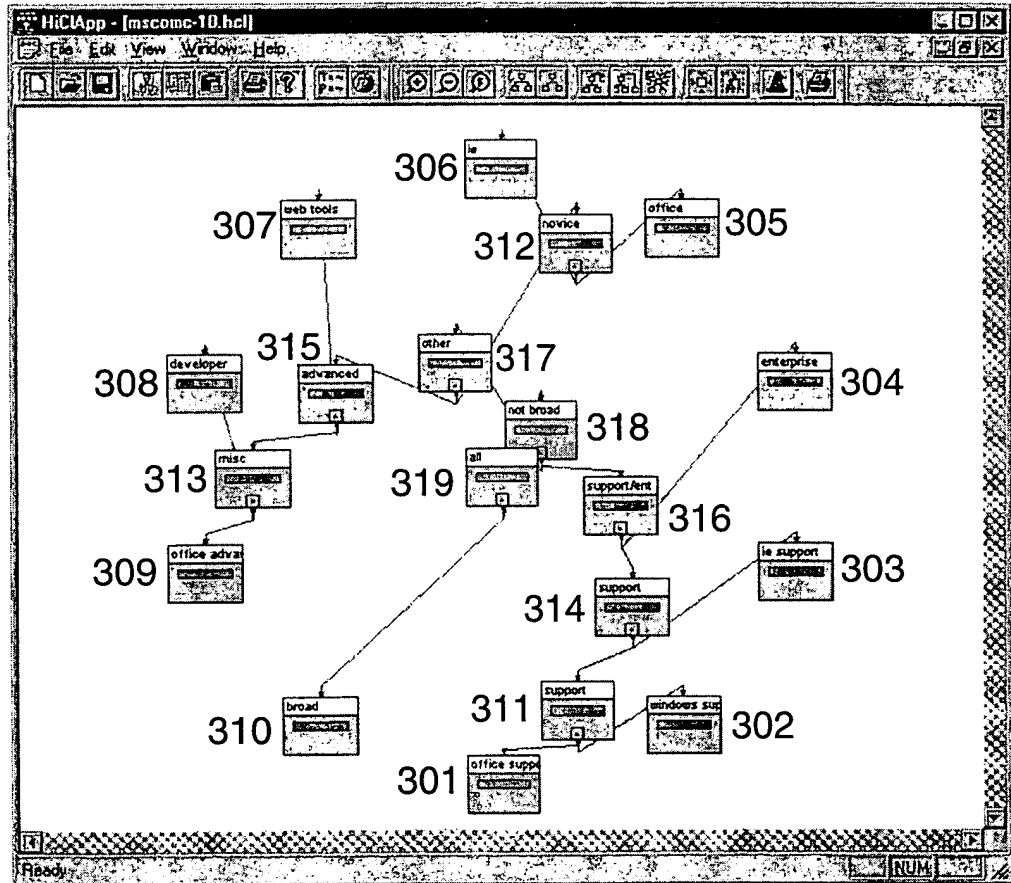


FIG. 4

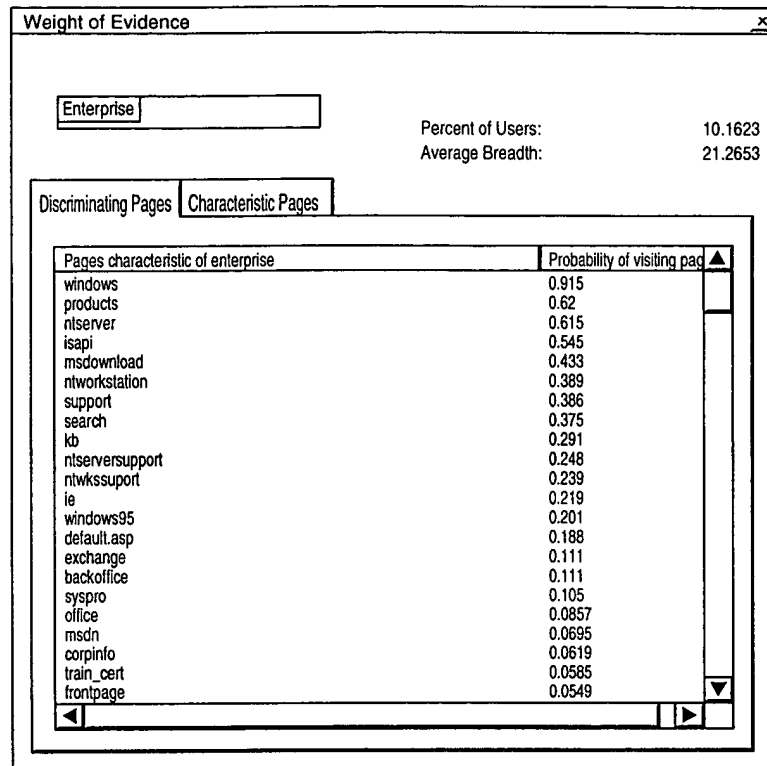


FIG. 5A

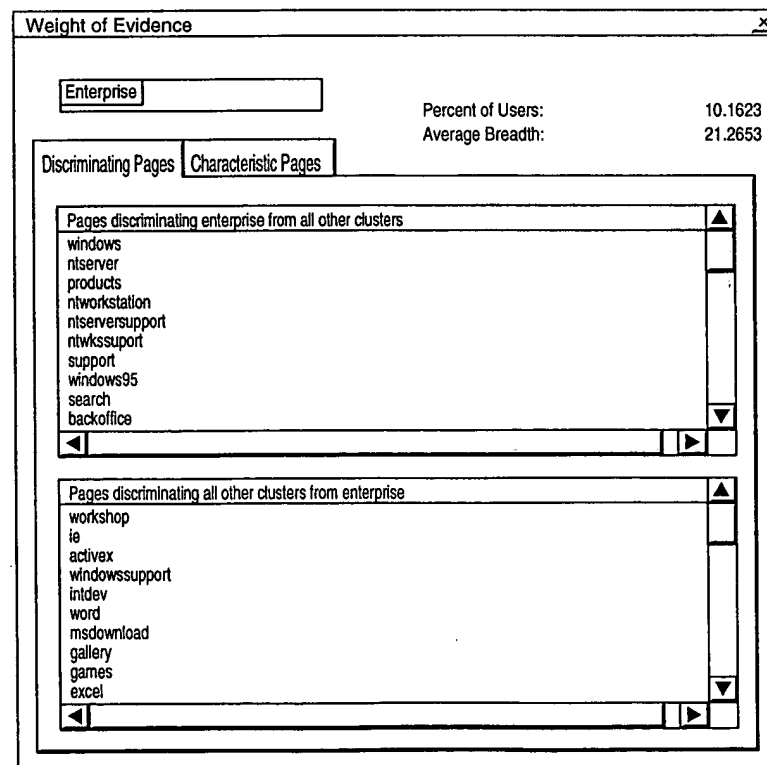


FIG. 5B

Weight of Evidence		
office support	Percent of Users:	9.51672
	Average Breadth:	2.5428
URIs characteristic of office support		
office		
products		
msdn		
word		
access		
corpinfo		
accessdev		
msword		
kb		
games		
office support	Percent of Users:	6.68733
	Average Breadth:	2.21665
URIs characteristic of ie support		
ie		
activex		
msdownload		
workshop		
gallery		
intdev		
iesupport		
netmeeting		
ie_intl		
ntserver		

FIG. 5C

FIG. 6A

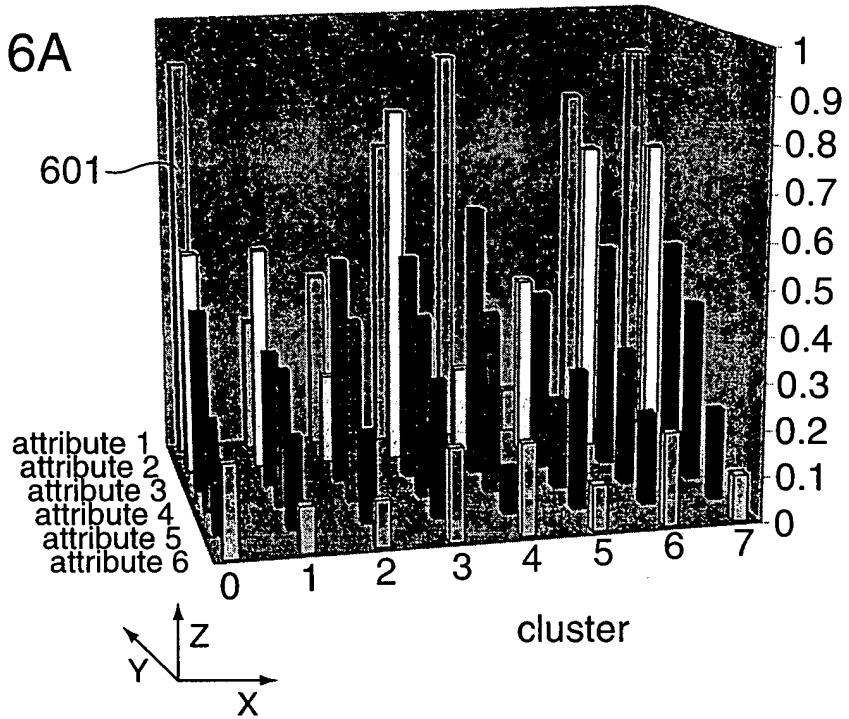
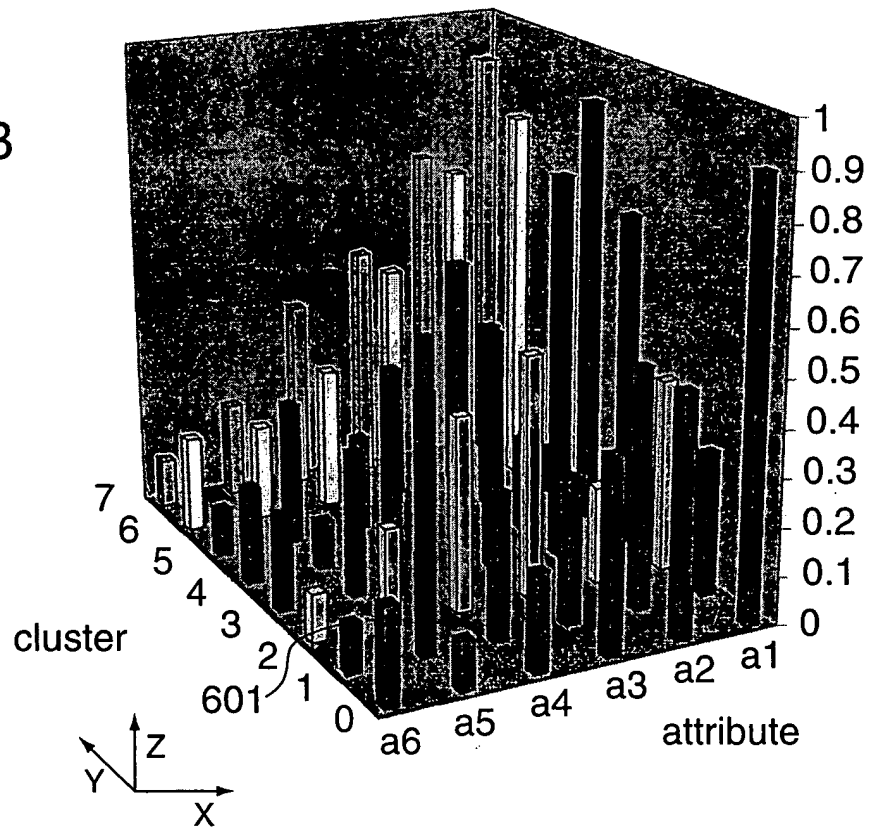


FIG. 6B



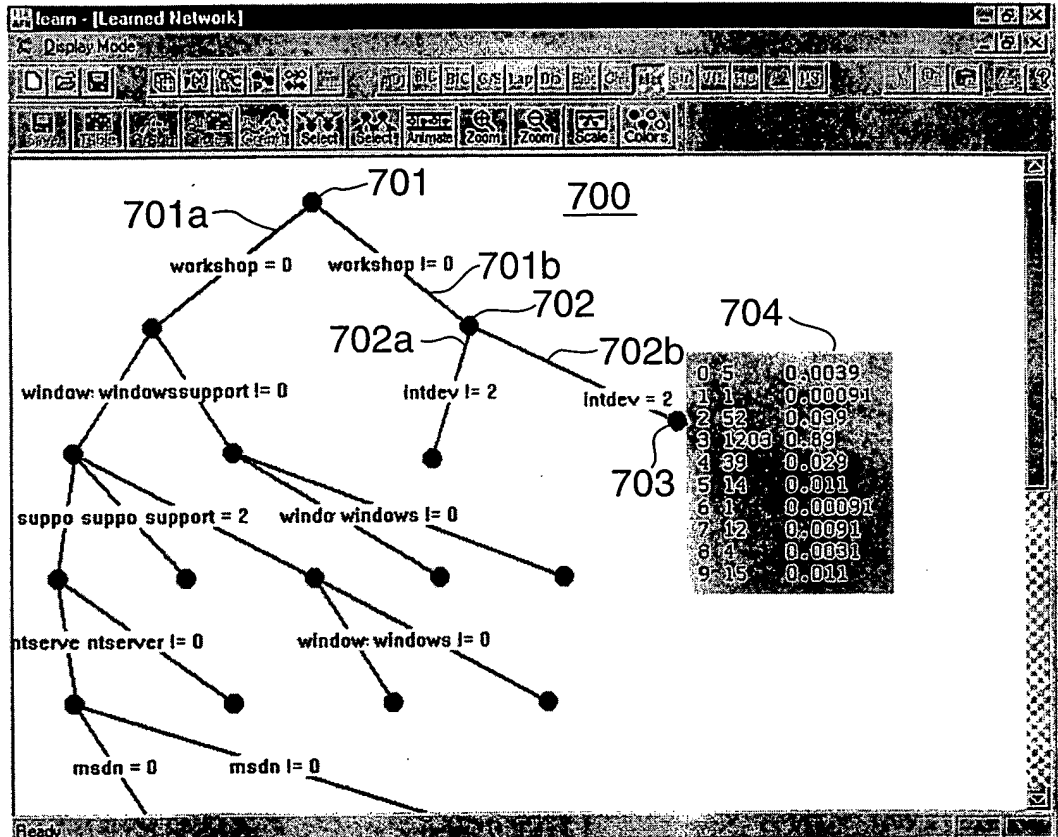


FIG. 7

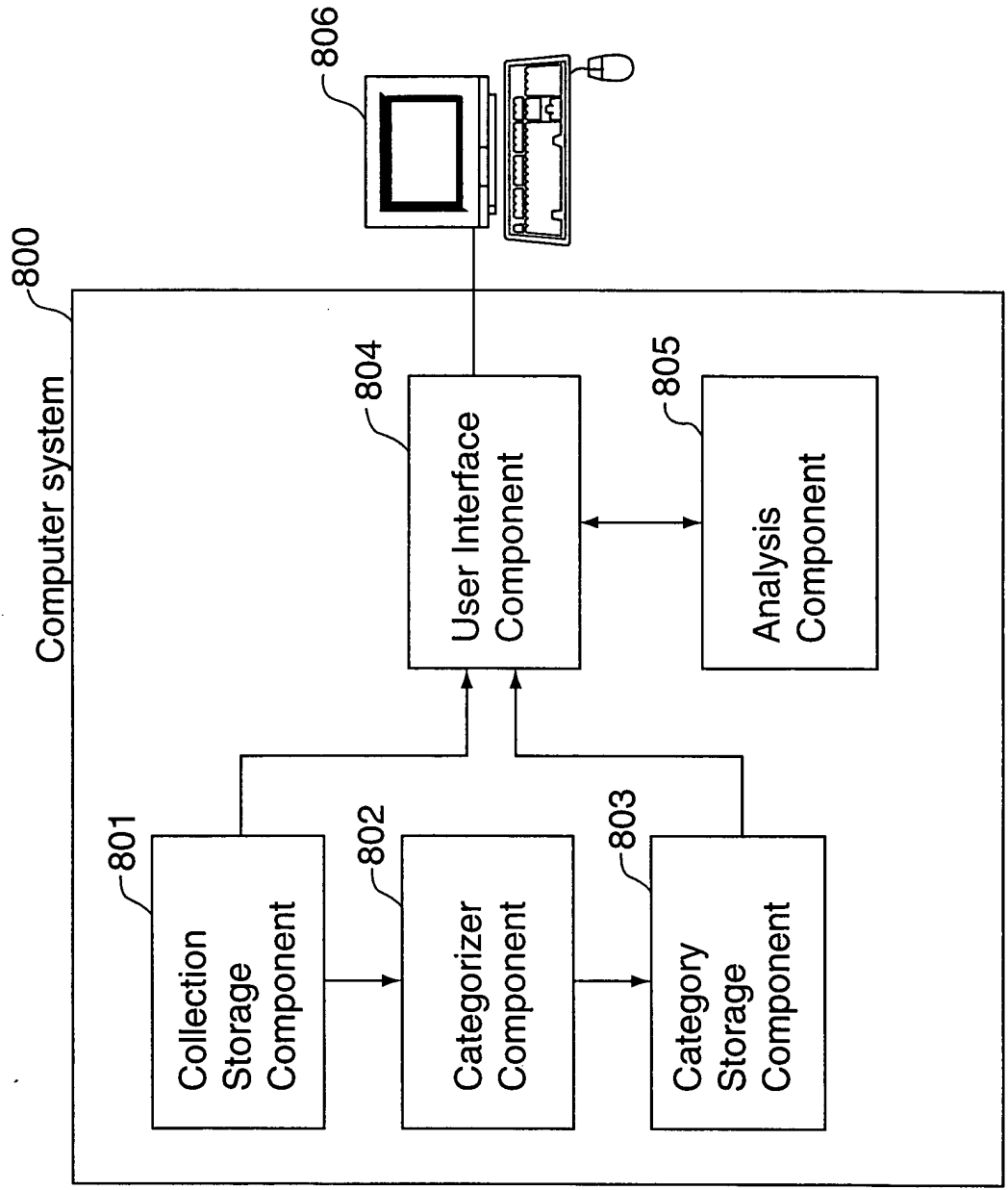


FIG. 8

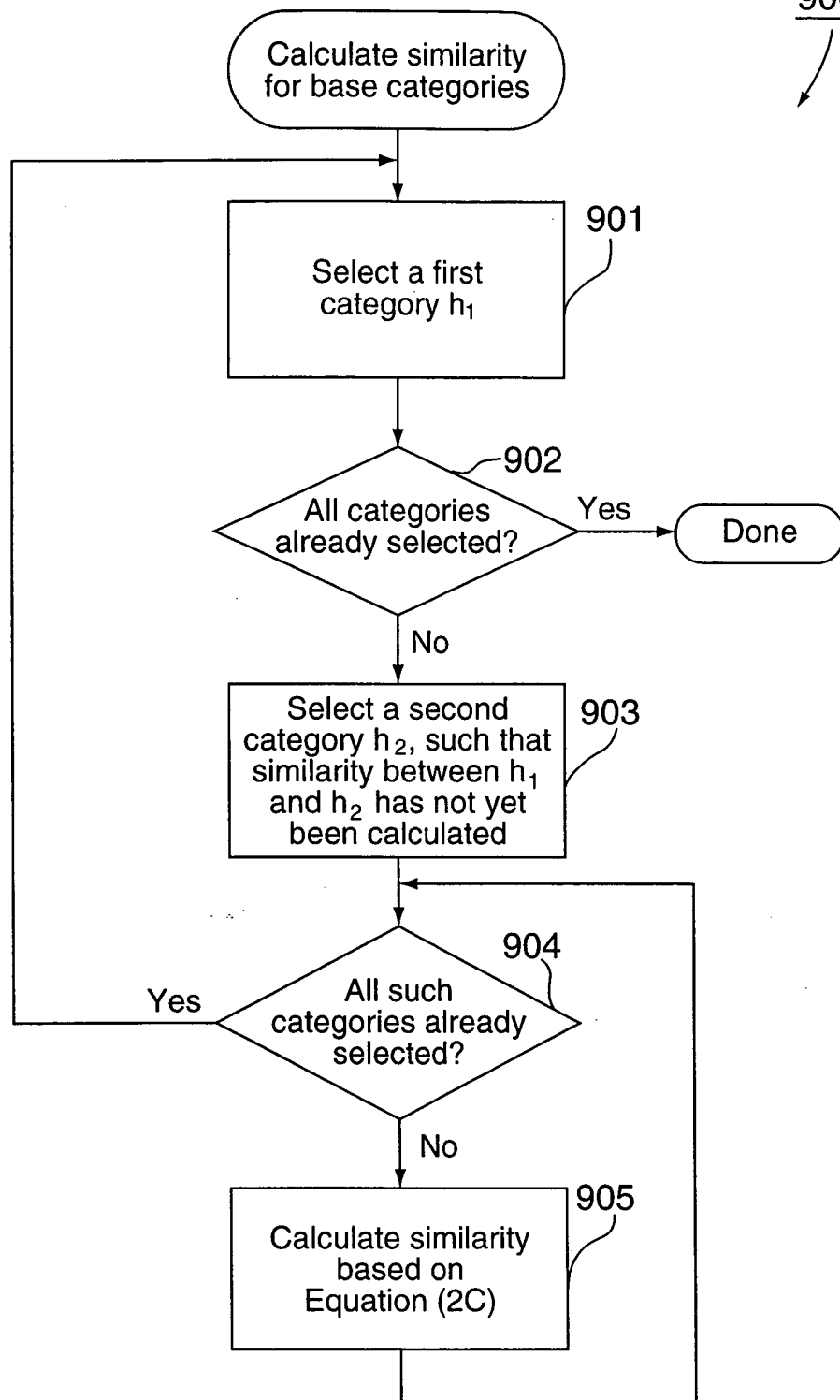
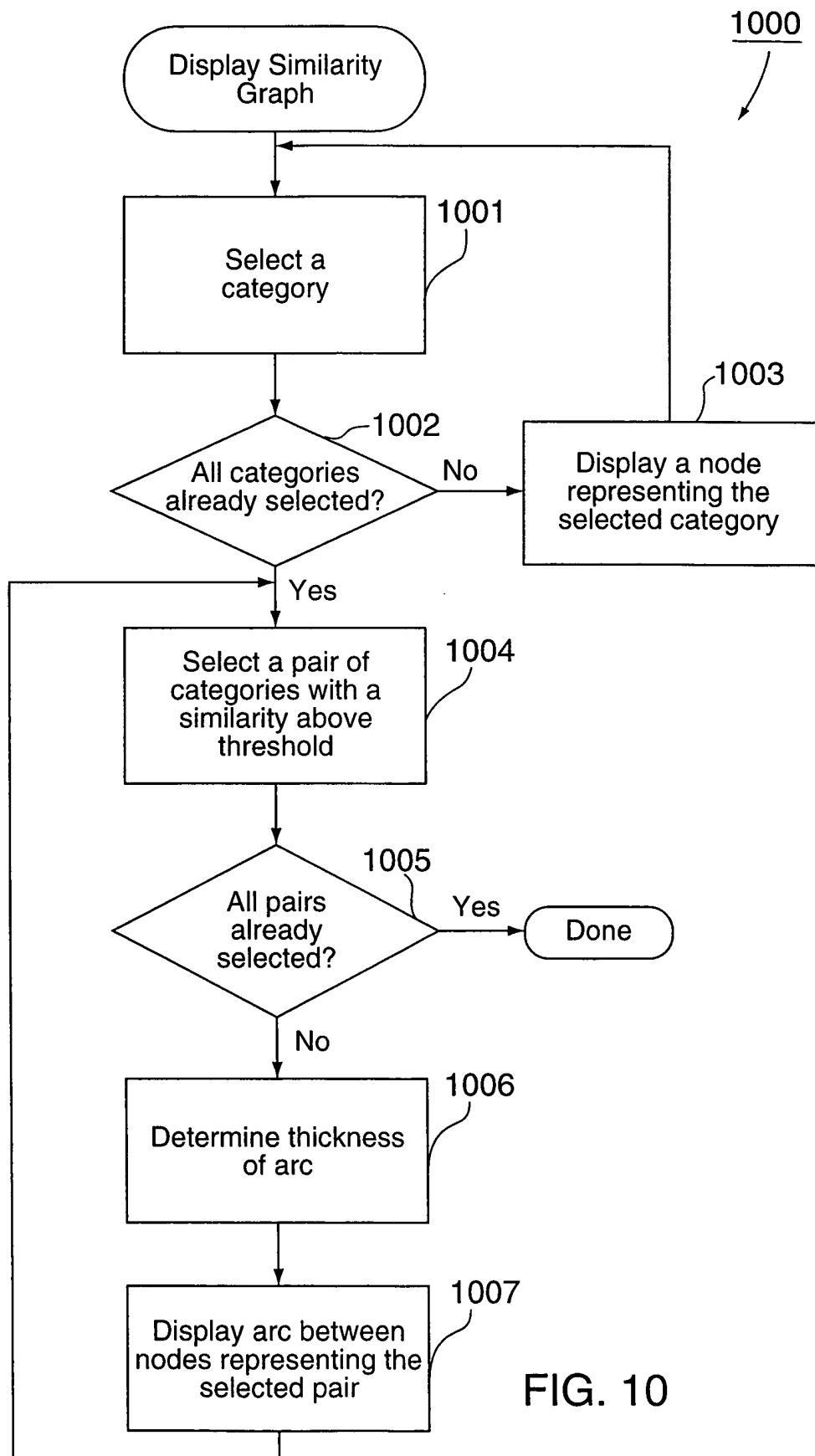


FIG. 9



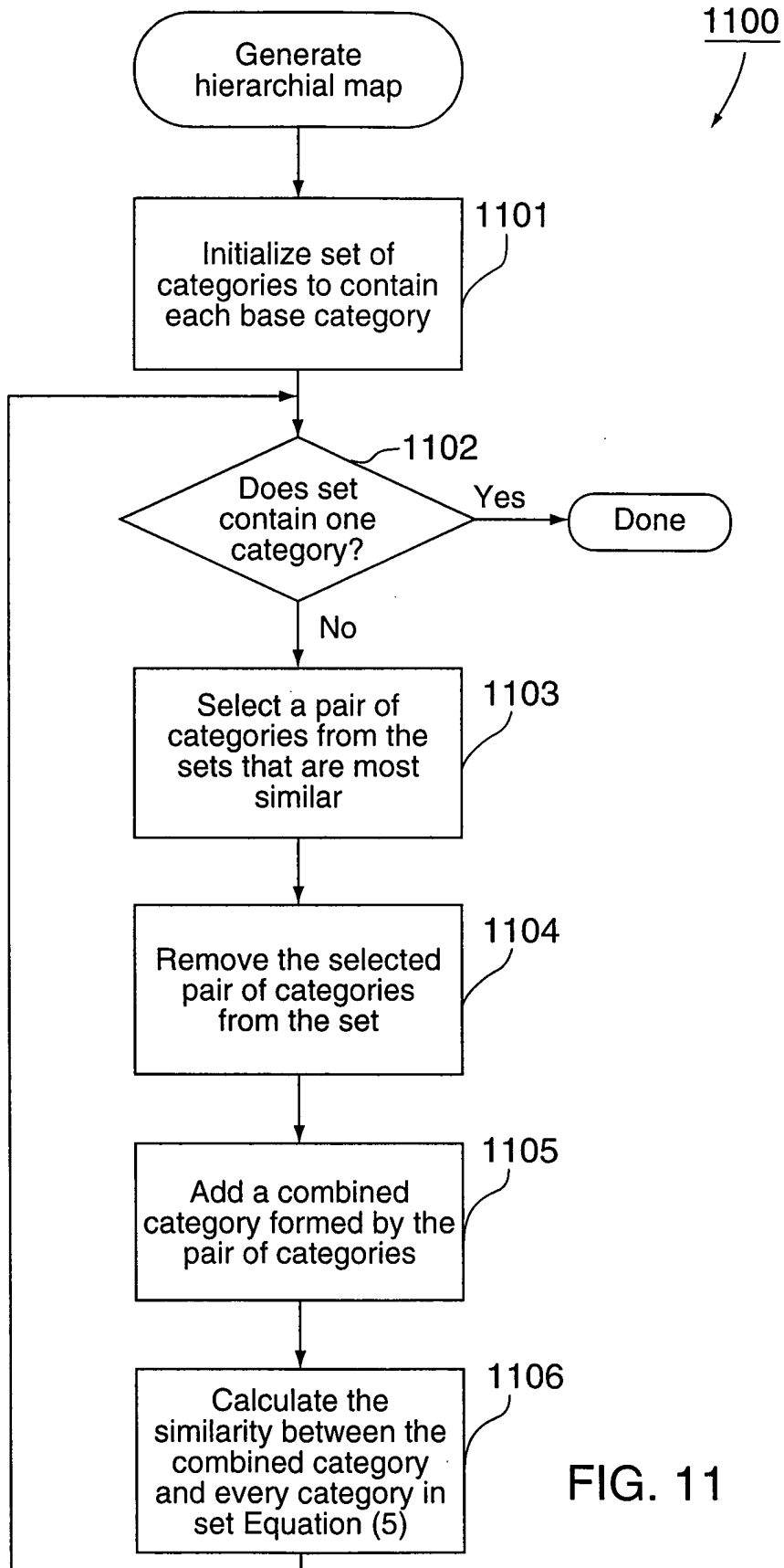


FIG. 11

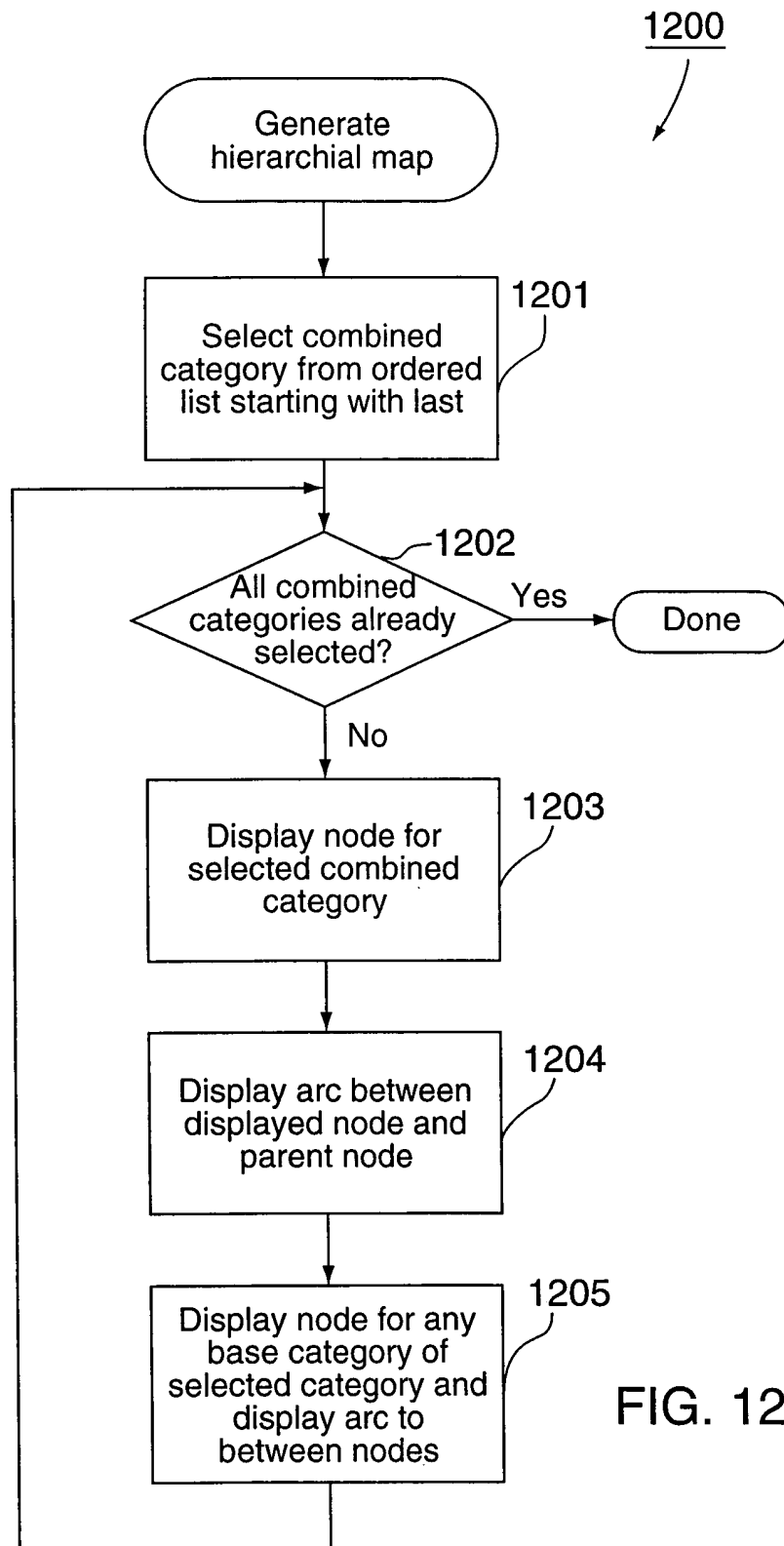


FIG. 12

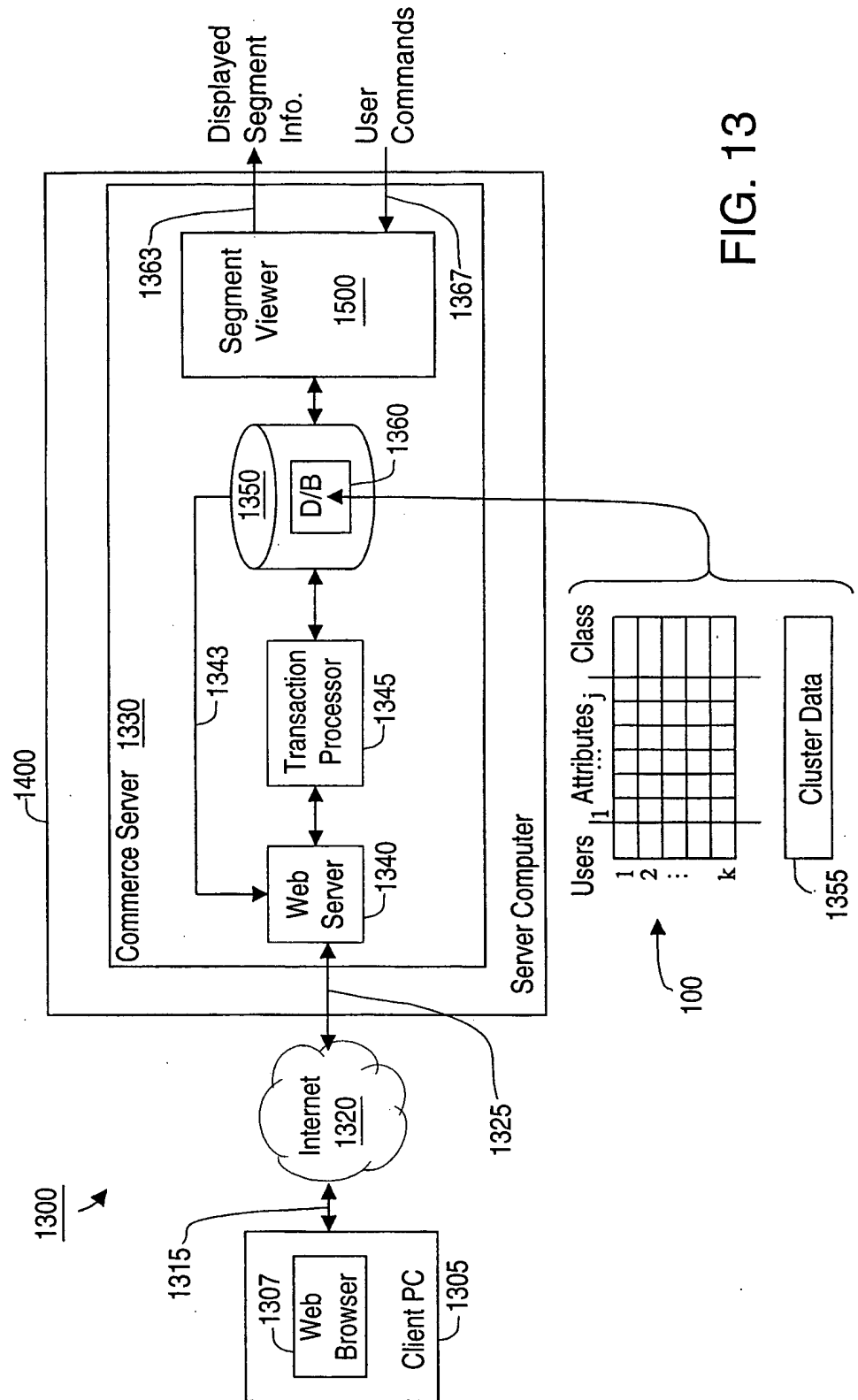


FIG. 13

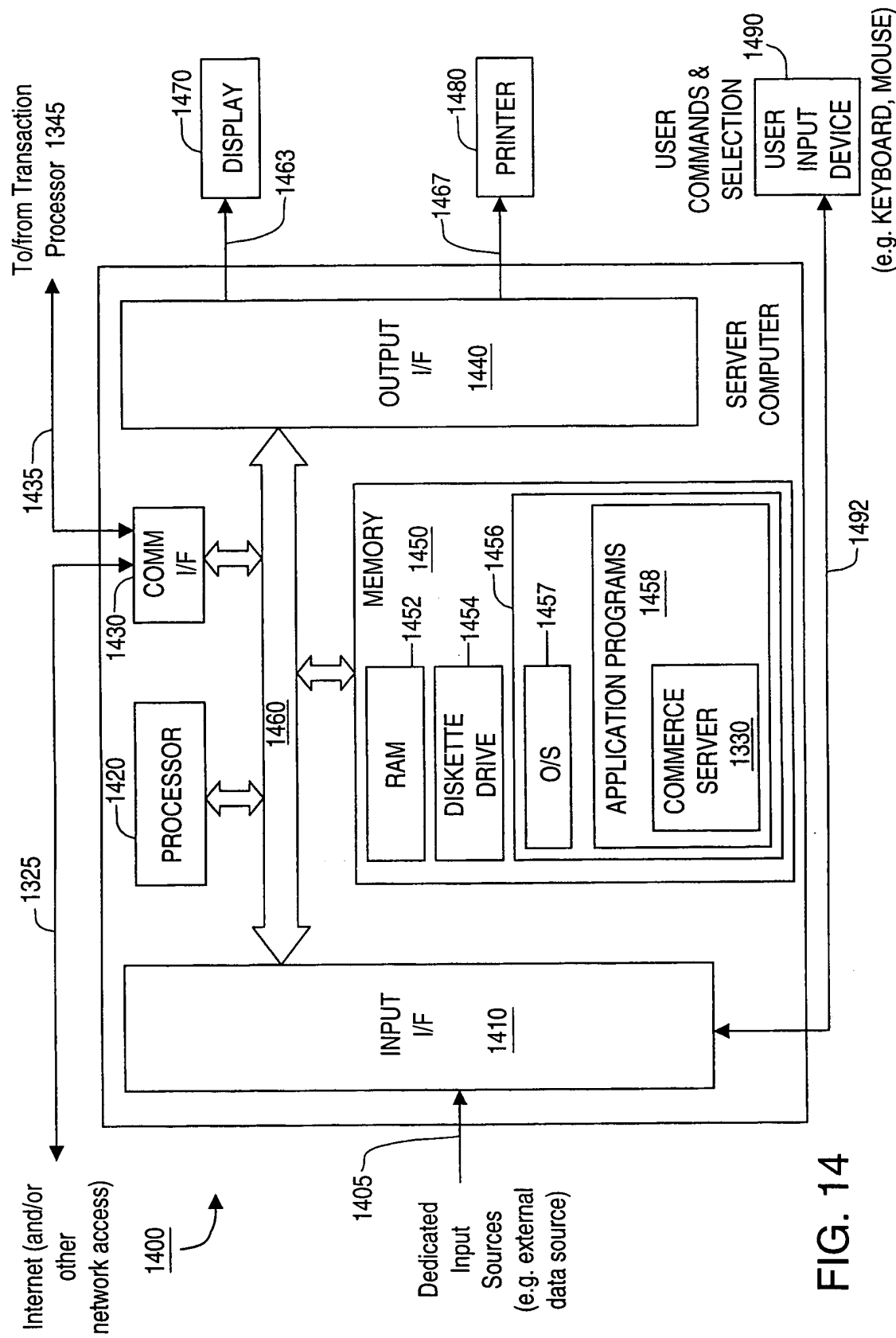


FIG. 14

FIG. 15

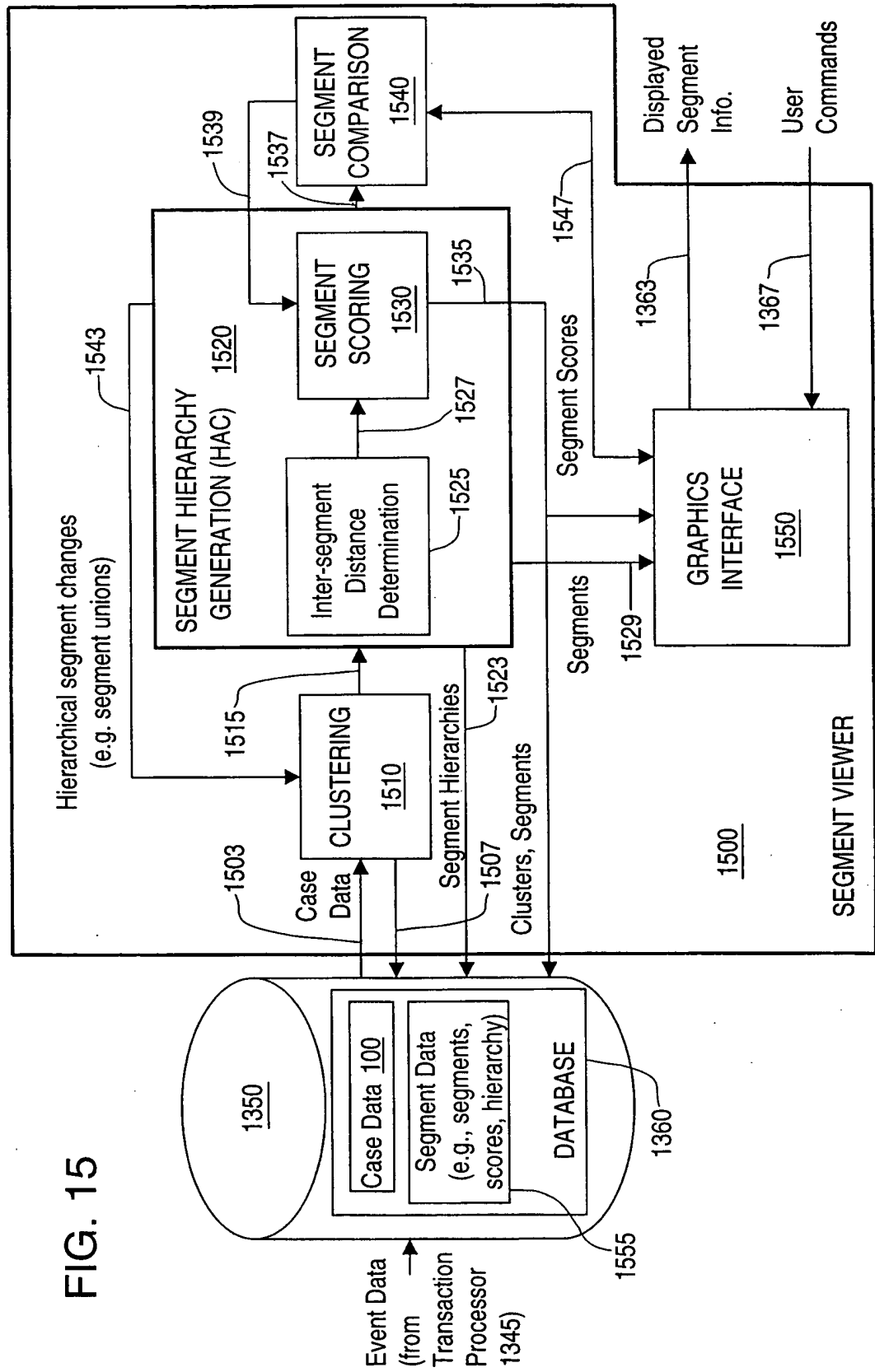
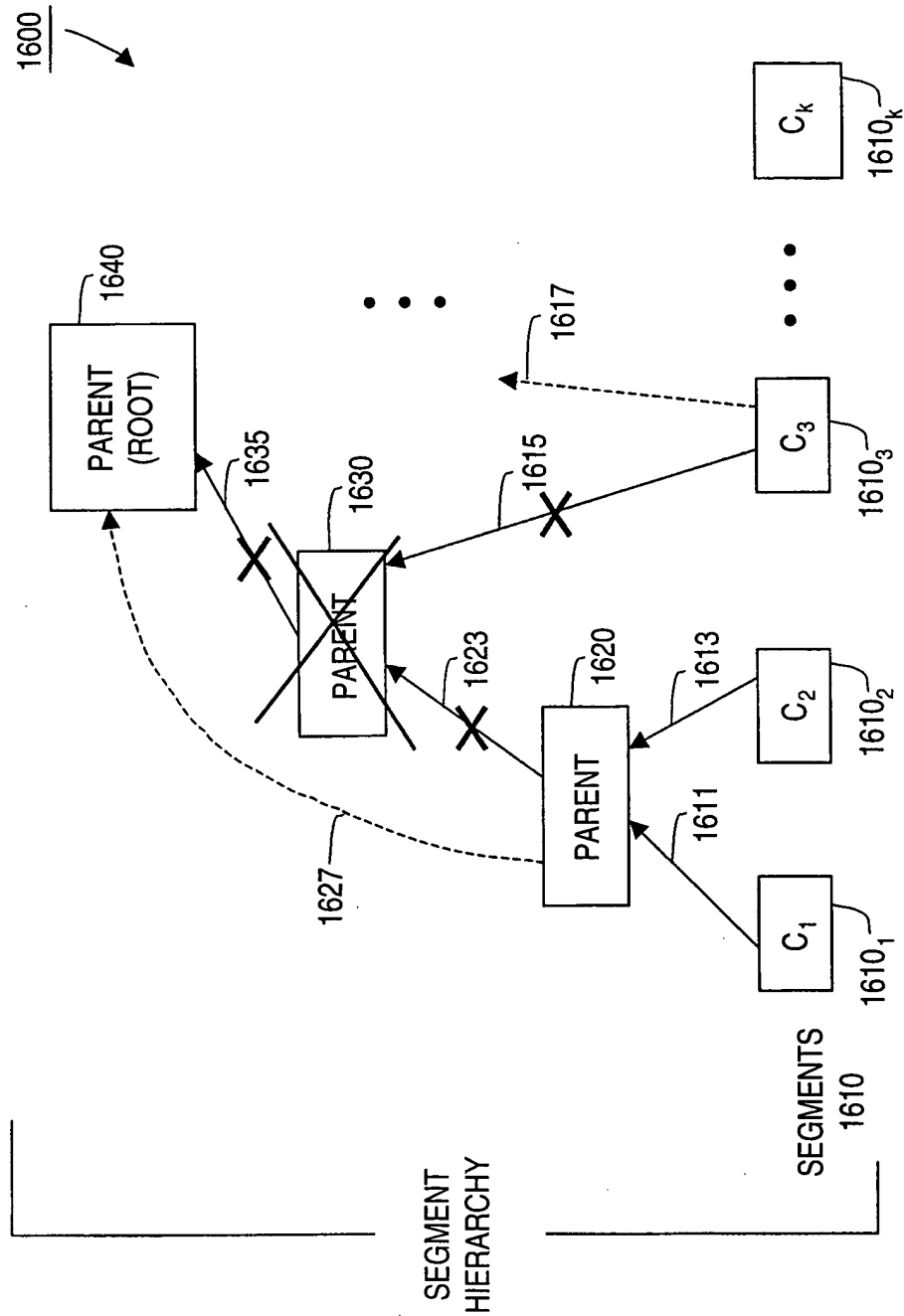


FIG. 16



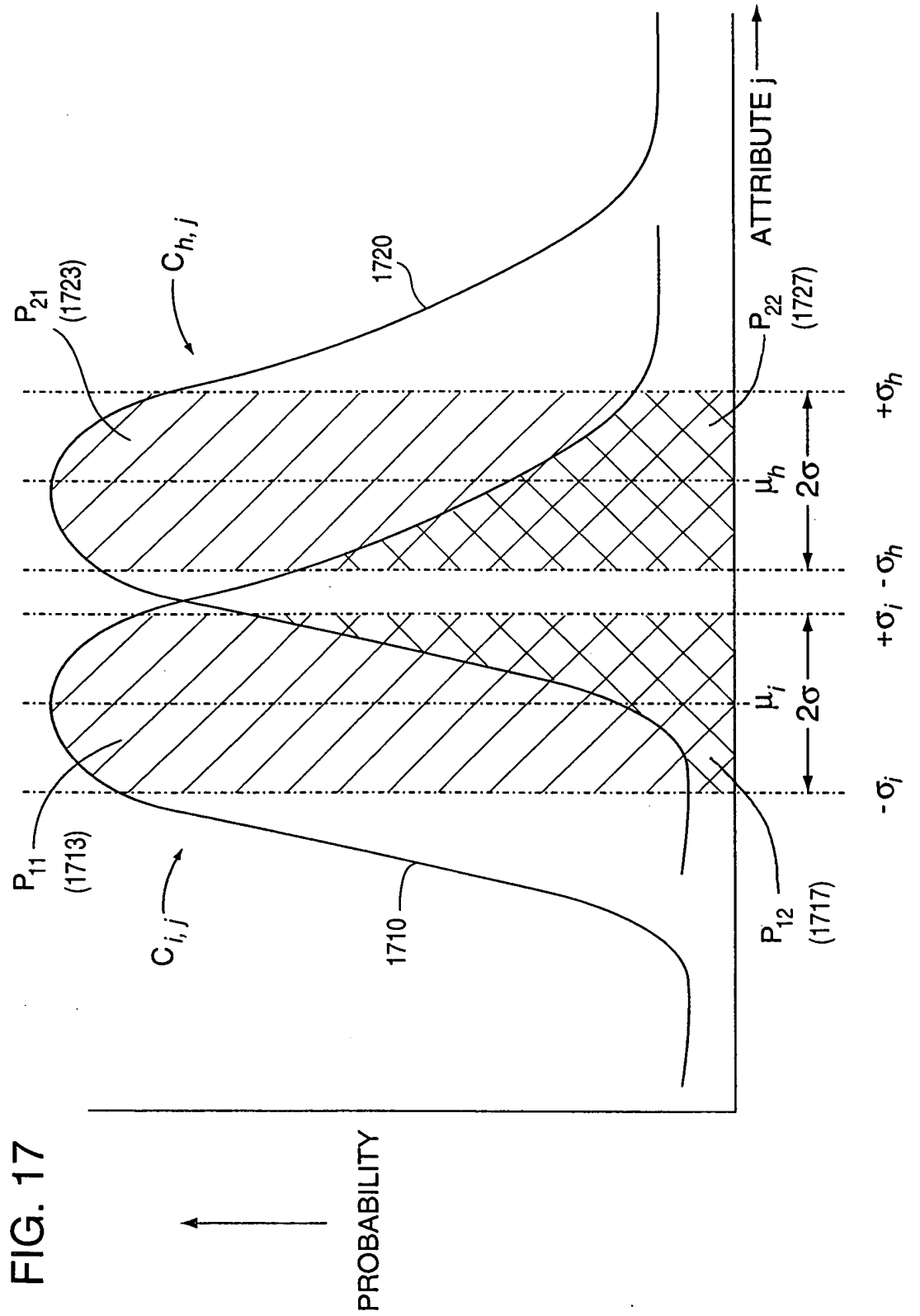


FIG. 18

